

Health Clinic, Wembley

Since the start of 2020 we have been working with a large FM company servicing fifteen healthcare buildings in the London area.

Our works are varied and cover planned maintenance as well as specific works to overcome water quality issues, and at this site - a three storey healthcare facility used as a mental health and council service for the community – we have been undertaking remedial work to tackle persistent issues in their domestic hot and cold water services.

Problem

Due to the persistent high counts of positive Legionella being detected throughout 2020, and not achieving the desired results by standard methods, Goodwater decided to offer the client the recommendation for a more invasive and involved option to address the issue.

Solution

All the outlets in the building were fully dismantled, stripped, cleaned, descaled & disinfected – there are a total of approx. 30 No. taps in the building.

A couple of days later, we returned to site to carry out a silver stabilised hydrogen peroxide disinfection of the entire domestic hot and cold water services.

A few days after that, we attended site to carry out post-works Legionella resampling so we could ascertain the impact the work had on the system and the ongoing Legionella issues from the previous months.

Conclusion

Reviewing the results it is clear to see that the remedial works undertaken had had the desired effect and we finally have control of the Legionella in the domestic water services.

The results have gone from nearly all being positive (with some very high counts) to only one low level positive count outlet. The system will continue to be monitored to ensure control is maintained.

This project was not just a success because of the final outcome but also due to the attitude, skills and relationships we have between all departments at Goodwater including the Technical Services Department, our Sales team, Operations team and our Engineers.

All of this meant we had one happy client which is always the main goal.



Schedule of Remedial Actions

Following the initial sampling exercise we proposed a schedule of works to remedy the issues as follows:

Visit No. 1

Dismantle & strip down, clean, descale & disinfection of all outlets across site – there are a total of approx. 30 No. taps. (examples below of pre-, during and post-cleaning photographs from the engineer's digital report.



Visit No. 2

Return to site a few days later (out of hours) to carry out a silver stabilised hydrogen peroxide disinfection of the domestic hot and cold water services.

Our engineers generate instant reports using our digital reporting system



SYSTEM DISINFECTION REPORT

Customer: [REDACTED] NHS
Contract: SC01521
Site: [REDACTED] (NHS)
Date: 08 Nov 2020 14:21

Client Sign-Off: Mark
Job Completion Date: 08/11/2020 14:22
Job Completion Date: 08/11/2020 14:21

Disinfection Details

Building Reference	CW07 - All DWS & HWS Outlets
Services treated	+ Storage tanks + SCWC + HWS
Chemical used	Environ 100
Contact period (hrs)	3
pH (prior to disinfection)	N/A
Chemical concentration during disinfection (ppm)	800
Chemical concentration at end of contact period (ppm)	800
Chemical concentration upon completion of disinfection process (ppm)	10
Taps/sockets	N/A
Have the tanks completely refilled?	Yes
Have the ball valves risen and shut off demonstrating they are functioning correctly?	Yes
Sample taken?	N/A

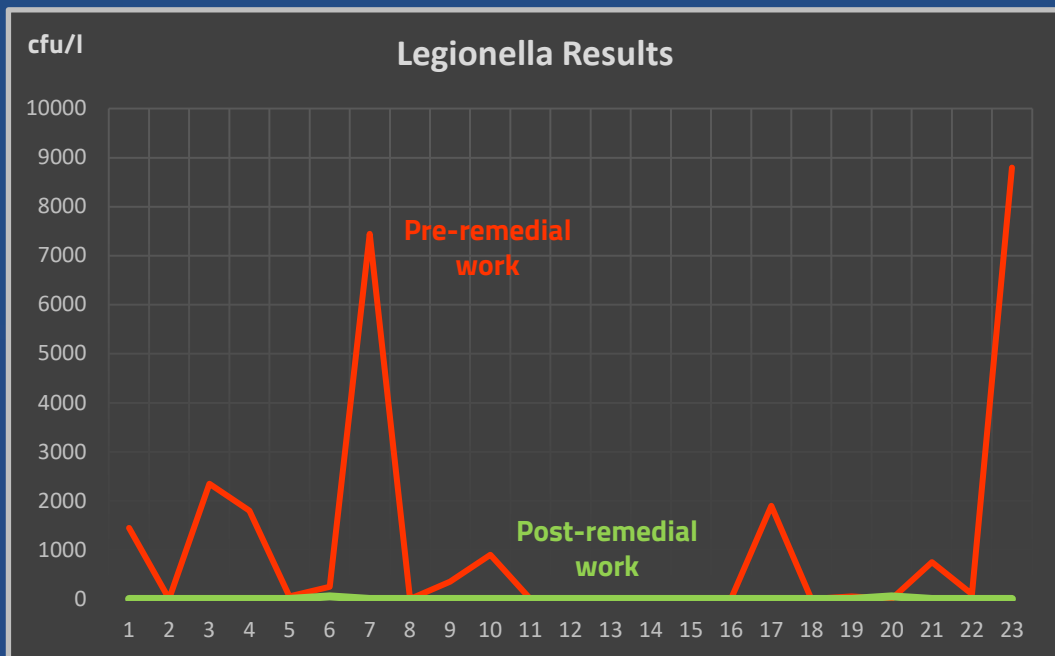
Comments, Recommendations and Actions Required

General comments: Disinfection works undertaken successfully. No further action required.

Date: 11/03/2021 12:24

Visit No. 3

2-7 days after the disinfection, return to carry out post-works Legionella resampling.



Results of the final sampling demonstrate across the board that all locations tested produced zero presence of legionella apart from one where the hot and cold was 50 cfu/litre which is within permissible parameters.

Footnote:

The laboratory samples could not be displayed at the client's request due to the sensitive nature of the building and its use. Site name and client have also been removed to preserve anonymity.